

Bilingual Customer Service Representative

Start Date: September 27th, 2024

Job Location: 2006 Wade Hampton Blvd, Greenville, SC 29615

Training Length: 3 weeks paid training/ 2 weeks nesting (OJT)

Training Hours: 12pm-9pm Monday-Friday (ONSITE)

Nesting Hours: *12pm-9pm Monday-Friday (ONSITE)*

Work Hours: Must be available to work an 8-hour shift Monday-Friday between 12:00pm-9:00pm (ONSITE)

Starting Pay: \$19.00/hr

Additional training information: *This is an onsite position for training and production. Training will be customer support focused with heavy PC navigation.*

Job Detail: As a Customer Service Advisor, you will provide world-class service and go above and beyond to make sure that service is delivered. Our Care Coordinators are experts in health benefits and care coordination and are equipped to help individuals navigate all their healthcare needs. Care Coordinators are our most visible representatives of our mission to raise the standard of healthcare for everyone, everywhere. If you're a driven, empathetic individual with a strong interest in helping people and solving problems, we want to hear from you. Our Care Coordinators are on the front lines of our patient care!

Candidate Profile:

Candidate must have skills and or experience including: customer service experience, empathy, patience and flexibility, conversation heavy environment that requires these skills during calls, ability to work well with others in a fast-paced environment and the flexibility to adjust to business needs and demands, career development and continual training with opportunities to assist with leadership and develop those skills, be a good fit within the

team culture of highly energetic, Interactive and Inclusivity. An applicant with these traits would not be a good fit for this position: Inconsistent work history, lack of flexibility, poor attendance, and a negative attitude.

Duties and responsibilities-

Answer inbound calls and chats from members, providers, and vendors, treating each with empathy and respect.

Assist members with the following needs:

- Health plan member services needs - claims and billing inquiries, prior authorizations, and other health plan support questions
- Care coordination needs - finding new providers, connecting to other employer-sponsored benefits, etc.
- Other healthcare related needs - accessing virtual care services, getting a second opinion from an expert, etc.

Duties and responsibilities-(Continued)

- Owning the member journey from start to finish – we look to take the work out of our members' hands. When a member has a complex issue, you will use your expertise to research it and bring it to resolution for them
- Help members understand the benefits available to them and how to access them to best meet their healthcare needs
- Research internal resources and external customer benefits to determine the best action to take for the member, and ensure the most accurate information is relayed
- Demonstrate proficiency in navigating insurance plan details and customer information provided by Included Health
- Articulate the Included Health Mission and fully understand all of our services

- Demonstrate knowledge of proprietary software and other required technology
- Help members understand the benefits available to them and how to access them to best meet their healthcare needs

Requirements:

- A high school diploma or GED is required, and you must be at least 18 years of age. College degree is preferred but not required.
- Ability to type 35 WPM minimum.
- Two years of Contact Center experience is required
- Experience in healthcare or benefits/insurance organization is highly preferred
- Familiarity with VoIP phone systems (e.g., CXOne) and being comfortable with communicating on the phones majority of the day
- Proficiency with technology; experience with Google apps, Apple products, and customer relationship management software a plus
- Excellent customer service skills - our members are top priority and we are their advocates
- Excellent verbal skills in English are essential as you'll need to explain our services with confidence, speak clearly, confidently, and have a friendly phone demeanor
- Excellent business writing skills in English, including accurate spelling and grammar. Not only will you talk to people on the phone, you'll communicate with patients and providers in writing as well
- Demonstrate ability to think critically and use your resources to problem solve complex situations
- Acknowledges member's rights on confidentiality issues, maintains member confidentiality at all times, and follows HIPAA guidelines and regulations